

Public Employees' Retirement Fund

March 2006 Results - Version II

Agency Mission:

"We are committed to serve, through exceptional customer service, employers, our members and their families, in achieving their retirement goals and financial security."

Director David Adams
GEFP Liaison Michael Huber

Statewide Initiatives:

Annual Savings and Efficiency Gains (\$000)
One-Time Savings and Efficiency Gains (\$000)
Competitive Sourcing Participation (\$000)

\$1,369
\$183
\$514

Agency Metrics:

Financial Performance

% Net Return on Investments against benchmarks
1 year actual return/1 year target return
Calendar year actual return/calendar year target return

Result

Target

Comments

128%	>=100%	92% to 100%
186%	>=100%	92% to 100%

Customer Service

Benefits

Average # days to complete refund
Average # days from retirement date to first check

23	30	31 - 65
96	30	31 - 70

Customer Satisfaction

Customer Satisfaction Index

78.9%	98%	75% - 90%
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System Measures

% Automated Account Transactions

% of automated transactions

11.0%	50%	25% - 49%
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System Up-time

% of time system is available for use by Staff

93.1%	99.90%	97% - 99%
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Fundamental Agency Change Initiatives

% of SBOA findings resolved
Self-service capabilities
Human Resource development
Creditable service
Retirement services

50% Reduction
Implemented PERF Interactive
Performance Management Implemented